

EXPRESS MAIL NO. EL841973731US
Attorney Docket No. P5685
Client/Matter No. 80168.0232

**COMBINED DECLARATION AND POWER
OF ATTORNEY FOR PATENT APPLICATION**

DECLARATION:

As a below named Inventor, I hereby declare that:

My residence, post office address, and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED PROACTIVE AND REACTIVE COMPUTER SYSTEM ANALYSIS, the specification of which is filed concurrently herewith.

The person or persons named as inventor(s) in this application are as follows: George Hines.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

No prior foreign application for patent or inventor's certificate has been filed.

No priority claim is made under 35 U.S.C. § 119 or 35 U.S.C. § 120.

POWER OF ATTORNEY:

As named inventors, we hereby appoint
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true, and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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